



Singapore College
of Insurance

Managing AI-Augmented Teams: What Insurance Leaders Need to Know for 2027

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Wednesday, 18 November 2026
2.00 p.m. – 5.00 p.m.



3 CPD hours



Singapore College of Insurance

By 2027, most insurance teams will work alongside AI every day: drafting client letters, summarising claims files, triaging service requests, checking underwriting submissions and preparing advice notes. Whether that improves service or creates new risk depends far less on the technology than on how it is managed. This course equips insurance leaders to redesign work around AI, keep accountability with the right people, and lead their teams through the change.

Participants map a real workflow from their own area and decide, task by task, what AI should draft, what a person must decide and where review belongs. They work through the people and performance situations already appearing in insurance teams, from staff who approve AI output without reading it to strong performers who refuse to use it. Participants leave with a practical approach to oversight, fair ways to measure AI-assisted work, and the key questions to answer before approving any AI rollout.



Who should attend

- Team leaders, supervisors and managers in operations, claims, underwriting, servicing and customer support
- Agency, branch and sales managers who lead agents and representatives
- Heads of function and senior managers sponsoring or approving AI initiatives
- HR business partners and L&D leads planning roles, skills and performance frameworks
- Compliance, risk and quality managers who oversee AI-assisted processes

Prerequisites

None. No technical background is required. Participants should currently manage a team or process, or expect to within the next year.



Learning outcomes

By the end of the course, participants will be able to:

- Describe how AI is changing insurance work at the level of tasks rather than job titles, and what is realistic for 2027 versus what remains a demonstration.
- Redesign a team workflow by deciding which tasks AI drafts, which a person decides and where review sits, based on risk and reversibility.
- Explain why the licensed or accountable person remains responsible for AI-assisted output, and set review controls in proportion to the risk of each task.
- Measure AI-augmented team performance in a way that rewards quality and good customer outcomes, not volume alone.
- Lead the people side of AI adoption, including skills development, role concerns, fair performance management and the use of unapproved AI tools.
- Identify the management practices and claims that create conduct, employment and governance risk, and set the conditions an AI rollout must meet before approval.



Trainer

Ms. Val Yap
Founder, Goma AI

The workshop is led by Val Yap, former founder of PolicyPal. With experience building technology businesses in Singapore and running AI workshops with SMEs and startups in Silicon Valley, Val helps non-technical professionals turn AI ideas into practical, deployable solutions.

